



## DRAFT

Minutes from the Dental Advisory Committee (DAC)

DMAS 11AM – 1PM

May 18, 2007

DAC Members Present	DAC Members Absent
Dr. Frank Farrington	Dr. Ann McDonald
Dr. Lynn Browder	Dr. Vicki Tibbs
Dr. Carl Atkins	Ms. Linda S. Bohanon
Dr. Randy Adams	Dr. Cynthia Southern
Dr. Terry Dickinson	Dr. Tegwyn Brickhouse
Mr. Neal Graham	Dr. Neil Morrison
Dr. Joe Paget, Jr.	Dr. Fred Hamer
Dr. David Strange	Dr. Kristine Enright
Dr. Ivan Schiff	Dr. John Unkel
Dr. Girish Banaji	Dr. John Ashby
	Dr. Karen Day
	Dr. Zachary Hairston
	Mr. Chuck Duvall

DMAS Attendees	Doral Attendees
Patrick Finnerty	Cheryl Harris
Bryan Tomlinson	Anna Perez
Dr. Steve Riggs	Kristen Gilliam
Sandra Brown	<b>Other</b>
Lisa Bilik	Sarah Holland
Susan Offie	Reatha Kay
Bob Knox	
Bill Zieser	
Jeff Nelson	
Donna Garrett	
Tyrone Wall	

### Welcome

Mr. Finnerty opened the meeting at 11:00 a.m. and introduced guest speakers Bob Knox, DMAS Transportation Manager, Bill Zieser, DMAS Transportation Field Monitor, Jeff Nelson, DMAS Senior Policy Analyst, and Reatha Kay from the Attorney General's Office.

Minutes from the January 5, 2007 meeting were voted on and approved as written.

### **Interpreter Services**

Pat Finnerty referenced Virginia State Plan under Title XIX of the Social Security Act which requires Medicaid providers to provide non-discriminatory services to its clients. A copy of the regulation was provided in the meeting packets. Mr. Finnerty stated that in order to better help providers meet this requirement, the Agency was implementing a provision for interpreter services for the limited English proficient populations. Mr. Finnerty explained that a draft procedure has been prepared by DMAS and Doral suggesting how interpreter services could be made available and providers be reimbursed for these charges. A copy of the draft procedure was distributed. Many of the Dental Advisory Board (DAC) members stated interpreter services are seldom needed and when necessary, a language line service has proven to be adequate. Cheryl Harris, Doral Virginia Project Manager, stated that Smiles For Children (SFC) dental providers could contact the Doral call center to access the AT&T language line or speak with representatives who are available at Doral to serve as interpreters. Some of the dentists present had subscriptions to language line services and relayed information regarding how the service works. Any complaints received by DMAS related to access to interpreter services were viewed by the Committee as isolated problems. A question was raised about interpreter services for SFC members who are deaf and hard of hearing and Mr. Finnerty stated that DMAS would include this population in the procedure. Feedback from the committee regarding the proposed procedure was requested. Mr. Finnerty asked that the Committee take the draft procedure with them to review and submit any final comments to Sandy Brown for incorporation in the final document.

### **Medicaid Transportation for Dental Services**

Pat Finnerty introduced the DMAS transportation guests and gave a brief history of LogistiCare as the DMAS transportation vendor. Bob Knox, DMAS Transportation Manager, discussed Medicaid Fee For Service transportation and explained the Medicaid requirements to qualify for Medicaid transportation services. He also outlined the process utilized by the transportation broker, LogistiCare, to authorize trips and monitor transportation provider services. Mr. Knox relayed information regarding the system in place at LogistiCare to document and analyze transportation complaints. Mr. Knox stated that complaints are taken very seriously and are tracked until a satisfactory resolution has been reached. Mr. Knox introduced Bill Zieser, Transportation Field Monitor, who introduced and reviewed a draft complaint form developed for dental offices to use when members miss scheduled dental appointments as a result of transportation problems. A copy of the draft form was available in the meeting packet. Mr. Zieser explained that when this form is received by DMAS, it is assigned a control number and faxed to the appropriate LogistiCare regional office for research. A Quality Assurance (QA) representative at LogistiCare researches the complaint by calling the assigned transportation provider and the dental office to seek additional information regarding the issue. The LogistiCare QA representative has 2 business days to respond to DMAS with a resolution. Mr. Zieser stated LogistiCare has a process in place to track transportation

issues and complaints. Recipients can call the “Where’s My Ride” line to document a complaint or get assistance from a LogistiCare representative who calls the transportation provider to inquire about the status of the recipients’ transportation. Complaint calls are logged in the LogistiCare system and researched for repetitive or ongoing issues. Both Mr. Knox and Mr. Zieser answered questions regarding transportation provider responsibilities pointing out that transportation providers must adhere to specific guidelines. Bob Knox and Bill Zieser relayed the prime times transportation providers are available. This information will be added to the dental transportation complaint form. Depending upon the severity of the violation of policy, transportation providers can be assessed liquidated damages or removed from the transportation network if necessary. Mr. Zieser asked for feedback regarding the draft complaint form and urged DAC members to utilize the transportation complaint form to report problems. Pat Finnerty informed the Committee that there is a Program Integrity Division within DMAS where provider or member Medicaid fraud and abuse can be reported. Once the complaint form is finalized, it was suggested that the form should be posted on the SFC website as well as included as a SFC provider check stuffer to disseminate to the dental community participating in the SFC program. Pat asked the DAC members to submit their comments to Sandy Brown and the dental unit will work with the transportation unit to finalize the form.

### **Smiles For Children Presentation**

Cheryl Harris, Doral Virginia Project Director, presented a Power Point presentation which can be viewed in its entirety at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) under the ***Smiles For Children*** link. . The following areas were reviewed in the presentation: Provider Communication, Provider Training Sessions, Complaint Response, Electronic Fund Transfer Update, Network Analysis, Stainless Steel Crown Update, Recredentialing and Recontracting, Safety Net Model, Broken Appointment Initiative and National Provider Identifier. Copies of the presentation were provided in the meeting packets.

Cheryl opened the presentation by recognizing Dr. Randy Adams of the DAC, Dr. Ann Adams, VDA and Dr. Edward Griggs, VDA for their dedication to children through their participation in the Give Kids a Smile Day.

### **Provider Training**

Cheryl Harris introduced teleconferencing with a broadcast feature as a new venue to be used by Doral to conduct provider training. Doral hopes to expand participation in the provider trainings as well as include subject matter experts as participants in the trainings. Teleconference training will be conducted in addition to onsite provider trainings and are scheduled to begin in July.

### **Provider Recruitment – Winchester Area**

Both DMAS and Doral have been doing extensive network analysis in the Northern Shenandoah Planning District areas, using a variety of targeted approaches. Currently only five providers are participating in this area and they are currently not accepting new patients. A detailed analysis was conducted in the Winchester area to determine where

the children living in Winchester were receiving treatment. Through the analysis of claims submitted within a 12 month timeframe, 88 dentists treated 441 SFC patients in the 24 geographical areas surrounding Winchester. Those dentists located within the closest proximity will be contacted to determine their ability to see additional patients in the Winchester area. A letter was sent by the VDA encouraging dentists in the Northern Shenandoah Planning District to participate in the SFC network which was followed up with a survey conducted by Dr Riggs. Dr. Riggs identified dental providers who expressed interest in participating in the SFC network and the information was given to Anna Perez to continue recruitment efforts. Application packets will be mailed to interested providers. Dr. Banaji suggested targeting newly licensed dentists specifically referencing the Howard University Dental School as a potential key opportunity. Bryan Tomlinson indicated Dr. Riggs and Doral representatives were at the VCU dental clinic day, targeting 3<sup>rd</sup> year dental students to educate them about the SFC program. Pat Finnerty suggested contacting the Virginia Department of Health Professions to explore possible opportunities to include SFC correspondence with Dental Board communication to newly licensed dentists moving to Virginia.

#### Quality of Care- Stainless Steel Crowns and Pulpotomies

Cheryl Harris discussed continued analysis of SFC dentists who are performing high numbers of stainless steel crowns and pulpotomies on the same date of service without sedation on SFC members. Dr. Riggs stated the major concern was how well children are able to tolerate numerous treatment services on the same date of service without being sedated. Although no evidence of a large number of patients receiving potentially excessive services was readily apparent, Doral will continue to monitor this issue. There are no current plans to implement a policy limiting the number of services provided on a single date of service.

#### Provider Recredentialing

Cheryl Harris informed the group about the recredentialing and recontracting effort underway at Doral and stressed the importance of providers completing the application. Cheryl stated that the recredentialing process will assure participating providers continue to meet the program standards. Initially, Medicaid providers not already in the Doral network were automatically transitioned into the SFC program without completing any additional paperwork. Providers who were automatically transitioned into the SFC network have been sent recredentialing packets and a new contract. Subsequent recredentialing cycles will occur every 3 years. A suggestion was made to have the recredentailing paperwork available electronically for completion.

#### Doral Safety Net – Specialty Services

The Doral Safety Net model was explained. Currently Doral is identifying general dentists who perform specialty services. Dentists will be approached to determine if they are willing to assist by providing specialty treatment services on a limited basis. The non-published list will be available as a resource when access to specialty care is limited because no participating specialty providers in specific geographical locations.

#### Broken Appointment Tracking Initiative

The Broken Appointment Tracking Initiative was reviewed and a survey has been developed to identify the success of the initiative with dental providers who have consistently utilized the broken appointment tracking form. The broken appointment form has been revised to collect more specific information regarding the missed appointment. Once the form has been finalized, the form will be posted on the DMAS SFC website. A broken appointment best practices questionnaire was developed and will be conducted with 50 high-volume SFC providers representing various geographical locations. The purpose is to identify best practices to reduce broken appointments. In addition, a 6 to 12 month pilot program will be implemented to gather information relative to the total number of appointments made and the number that result in broken appointments. This initiative will be overseen by a Broken Appointment Task Group. Copies of the survey and questionnaire were provided in the meeting packets. DAC members were encouraged to submit their comments regarding these documents to Sandy Brown.

#### NPI Dual Use Period

Doral, in conjunction with the Centers for Medicare and Medicaid Services (CMS) ruling, is extending the dual use time period permitting dental providers to continue to use their legacy ID or their NPI number when submitting claims. Pat Finnerty stated that this is the same course of action DMAS is taking with all their providers however he does not anticipate that DMAS will prolong the dual use extension for an entire year. Providers who have not received their NPI number were strongly encouraged to do so as soon as possible.

#### Program Updates

##### Innovation Award – Council of State Governments

Mr. Finnerty informed the committee members that DMAS has submitted an application for the Innovation Award by the Council of State Governments (CSG) highlighting the success of the Virginia SFC dental model. The application included a letter of support from the Virginia Dental Association, the Old Dominion Dental Society and the DAC. Copies of the application and letter of support were provided in the meeting packets. Notification of the award winner is anticipated to be announced in September.

##### National Oral Health Conference

Dr. Dickinson, Pat Finnerty and Sandy Brown attended the National Oral Health Conference (NOHC) in Denver, Colorado in April. Virginia was invited to speak at the conference regarding the Virginia dental model and Pat Finnerty noted that Virginia SFC program is receiving recognition as a national model program. Doral sponsored an event for the Medicaid/SCHIP Dental Association at the conference in Denver which was very well received. Mr. Finnerty thanked committee members for their contribution to the success of the program.

##### Smiles For Children - Presentations

Recognition of the Virginia dental program model is increasing as evidenced by invitations extended to DMAS to speak at national conferences. Sandy Brown will present at the Medicaid Managed Care Congress in Baltimore in June 2007 and Mr. Finnerty was asked to speak at the National Association of State Medicaid Directors' annual meeting in Vermont in June 2007. Mr. Finnerty will also presenting the SFC program to the Senate Finance Committee on Wednesday May 23, 2007 to include a special thank you to the Senate Finance Committee for their investment in the SFC program.

### **Doral MPRO Audit and DMAS Site Visit**

Sandy Brown informed the Committee that DMAS contracts with an External Quality Reviewer to assess vendors' compliance with federal requirements and their contract with DMAS. The current contractor is Michigan Peer Review Organization (MPRO). Ms. Brown reported that Doral has recently undergone a rigorous audit by MPRO. The audit covered five categories: Enrollee Rights and Protection, Utilization Management, Quality Assurance, Claims and Administration. Ms. Brown stated that although DMAS has not received the final report, preliminary results were positive.

Ms. Brown also reported that DMAS conducted a site visit at the Doral Corporate Headquarters in April. Bryan Tomlinson, Lisa Bilik and Ms. Brown toured the facility and spoke with staff regarding the operations of the SFC contract. Ms. Brown conveyed to the committee confidence that Doral is handling the Virginia contract in a thorough and positive manner.

### **Questions & Answers**

Committee member Dr. Frank Farrington questioned DMAS's position regarding the SCHIP initiative to make dental services mandatory. Pat Finnerty stated that while dental services already are included in Virginia's FAMIS Program, DMAS is focused on securing additional funding to continue enrollment of additional children into the FAMIS/SFC program.

### **Adjournment**

The meeting was adjourned at 1:20 p.m.

The date for the next DAC meeting is to be determined. Sandy Brown will poll DAC members regarding their availability and potential dates to schedule the next meeting.